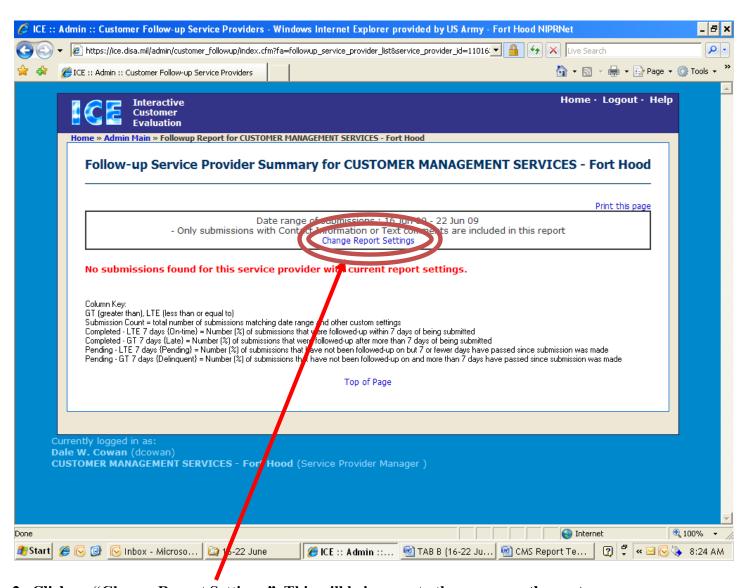
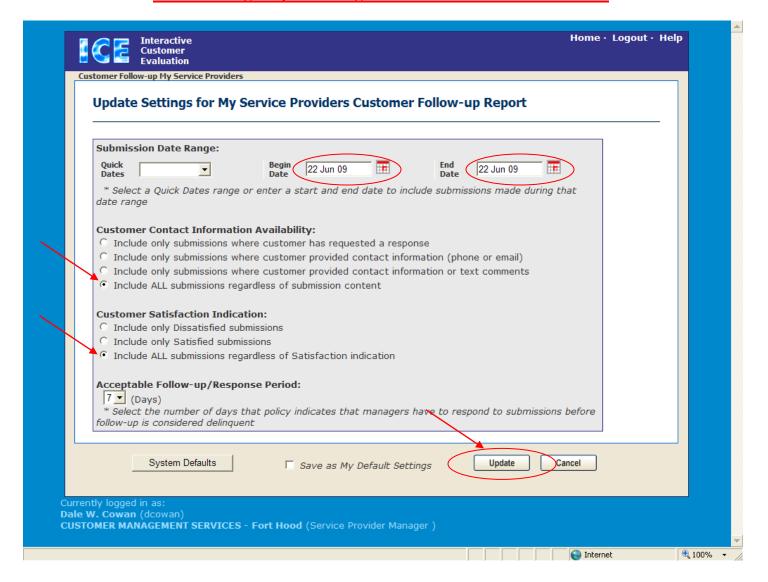
How to Change Report Settings To Retrieve a Customer Comment

1. Once you have selected your individual service provider account on the right side of the "View ICE Reports or Administer Service Providers and Manager Accounts" screen, click on "Customer Follow-up." If you get the screen below or you cannot locate the comment you are looking for....



2. Click on "Change Report Settings." This will bring you to the screen on the next page.

How to Change Report Settings To Retrieve a Customer Comment



- 3. Make sure you have selected the exact date for the comment you are looking for and "Include all submissions" is selected under both "Contact Information Availability" and Customer Satisfaction Indication" areas above. Note: If you are looking for a comment and you cannot recall the exact date, select a range of dates for when you think the comment might have been submitted.
- 4. Click "update" at the bottom of the screen. Note: If you do not click update, nothing will change.
- 5. This should bring up the comment(s) you are looking for, based on the date range you selected.
- 6. If you still cannot locate the comment, call me. Either it has been moved to another service provider account or has been removed altogether from the ICE system.